

**DISTRICT OF COLUMBIA COURTS  
OFFICE OF CONTRACTS  
AND PROCUREMENT**

**INVITATION FOR BID**

**MANAGEMENT TRAINING PROGRAM (MTP)  
POST GRADUATE TRAINING CONSULTANT  
SERVICES**

**SOLICITATION NUMBER: DCSC-15-IFB-0057**

**Date Issued: Monday, July 21, 2015**

**Closing Date and Time: Tuesday, August 4, 2015,  
no later than 2:00 p.m., EST**

## **STATEMENT OF WORK/SCOPE OF SERVICES**

The DC Courts has a need to contract consultant services for the specialized training and facilitation services of a cadre of qualified instructors. The consultants shall demonstrate substantive knowledge of the subject matter and lead a highly competitive, participant centered management training program on a wide variety of leadership and management training topics.

The management training program is a 12-month program offered to employees in grades 8 through 14. The mission of the D.C. Courts' Management Training Program (MTP) is to expand the leadership capacity of the Courts by developing employees to serve as agents for positive, strategic change. The program consists of training courses, outside assignments, journaling and a team project that will be completed over the course of the year. It is designed to develop and prepare staff for successful careers in the District of Columbia Courts. The teaching level of instruction will range for the most part from introduction to intermediate.

The topics to be taught include the following:

1. Managing Your Teams, October 8-9, 2015;
2. Leadership and Personal Effectiveness, December 10-11, 2015;
3. Situational Leadership, April 7-8, 2016;
4. Effective Meetings and Presentations, May 12-13, 2016; and
5. Emotional Intelligence, July 7-8, 2016.

### **1. Responsibilities and Training Location**

The course materials shall be constructed specifically for the District of Columbia Court management training program with the understanding the program is developed to meet court specific management needs. Participants that attend all sessions of the program will receive a certificate of completion for the program and workshop materials.

The Center for Education and Training of the District of Columbia Courts will provide a suitable training facility for the courses on all training dates. The CET will also provide audiovisual equipment required by individual instructors, which may include: overhead projector, a screen, flipcharts, VCR monitor, laptop and LCD monitor if needed. Training will be held at the DC Courts training facilities:

Primary Location → (616 H Street, NW, Washington, DC, 6<sup>th</sup> Floor, Gallery Pl) and  
Secondary Location → (500 Indiana Ave, NW Washington, DC, 6<sup>th</sup> Floor, Galley Pl)

### **2. Instructor Qualifications**

Instructors shall be highly qualified with specialized teaching and facilitation talents and capabilities to formulate and deliver a high-energy, learner centered, solution-oriented, interactive training sessions. To achieve this, the instructor shall consult with CET to discuss and plan each session in advance demonstrating skill and ability to forecast how each component of the program will fit together to meet the training needs of the courts.

Instructors shall be satisfactorily skilled in adult learning concepts and theories and able to stimulate participants, field content specific questions and have a demonstrated mastery teaching level to effectively lead court employees on the subject topic(s) that are being contracted. It is

required that instructors have some teaching or facilitation experience in a court or legal environment.

### **3. Required Deliverables**

- a) Training programs thoroughly planned in advance
- b) Instructional content (objectives/learning points)
- c) Course materials, agenda, specially designed group activities relevant to material content including scenarios, small group discussions, and roll plays
- d) Interactive and participatory exercises
- e) Inventories/instruments
- f) Visuals aids (overheads, slides, power point and handouts)

### **4. Training Materials/Lesson Plans:**

- A. The Contractor shall prepare a master copy of all workshop course materials and provide the client organization with an electronic copy for duplication no later than 30-days prior to the course being taught. The Contractor will duplicate approved training material for each class.
- B. The Contractor shall make revisions to its lesson plans (course outlines) if the material is determined by the COTR to be inadequate or if there are changes in the curriculum. While each instance of training will be based on the course descriptions, the trainer shall tailor the delivery of the various elements of the curriculum to best meet the need of the program.
- C. To maximize program effectiveness, the Contractor shall incorporate a variety of delivery methods, lectures, case study, and team activities, interactive role play, scenario planning, lessons learned policy, news and relevant information into the classes.

### **5. Hand-out Materials:**

- A. A master copy of the course materials shall be provided by the Contractor and customized specifically for the District of Columbia Courts MTP with the understanding that classes shall developed to meet Court MTP program specific needs.
- B. The Contractor shall prepare a master copy of all workshop course materials and provide the client organization with an electronic copy for duplication no later than 15-days prior to the course being taught. The Contractor will duplicate approved training material for each class.

### **6. Class Size and Composition**

Classes will consist of a maximum of no more than twenty (20) participants for each class. The program candidates have various backgrounds, educational and cultural experiences; and are representative of the numerous functional areas in the organization.

## 7. Contract Award

The Courts intend to make one or more awards to the responsible offerors whose proposal represents the best value to the Courts. The Courts may award a contract on the basis of initial bids received without discussion. Therefore each initial bid should contain the offeror's best terms from a standpoint of price and technical proposals.

Awards will be based on the training consultants who provide the best value, solution oriented, rich and highly focused training programs for Court employees who are to lead employees (adult learners) into new fields of knowledge in an informed, enthusiastic and professional manner. Contractors shall provide sample training material of the course in which they bid to teach included in their technical bid submission. The DC Courts will review proposals and assess the following criteria as technically acceptable.

- A. Teaching Experience
- B. Court Experience
- C. Technical Approach
- D. Past Performance.

## 8. Proposal Submission and Identification:

The District of Columbia Courts will not accept a facsimile copy or electronic copies of a bid as an original. Proposals shall be submitted in a sealed bid package. The Offeror shall conspicuously mark on the outside of the proposal package the name and address of the offeror and the following:

**Solicitation Number: DCSC-15-IFB-0057**

**Caption: DC Courts Management Training Program Classes –  
Consultant Services**

**Proposal due Date & Time: Tuesday, August 4, 2015, 2:00 p.m. EST**

**Offerors may submit Proposals either by mail or by hand delivery/courier services. Offerors submitting their proposals by mail must mail their proposals to the following address:**

District of Columbia Courts  
Administrative Services Division  
Procurement and Contracts Branch  
Attn: Darlene D. Reynolds, CPPB, Senior Contract Specialist  
616 H Street, N.W., Suite 612  
Washington, D.C. 20001

**Offerors submitting their proposals by hand delivery/courier services must hand deliver their proposals to the following address:**

District of Columbia Courts  
Administrative Services Division

Procurement and Contracts Branch  
Attn: Darlene D. Reynolds, CPPB, Senior Contract Specialist  
701 7<sup>th</sup> Street, N.W., Suite 612  
Washington, D.C. 20001

**9. Proposal Information and Format**

At a minimum, each technical proposal submitted in response to this IFB shall include sections, as set forth below, which address the approach for the work described in this solicitation document/Statement of Work. The bid shall include the requisite legal representations, resources which will directly be employed in the project, client references, and a description of similar services provided by the offeror and its key personnel. Failure to address adequately any of these areas may result in the proposal being eliminated from consideration for award.

Bids shall be prepared simply and economically, providing a straightforward, concise delineation of offeror's resources and capabilities to satisfy the requirements of this IFB. Fancy bindings and colored displays or promotional material are not desired or preferred, but pages must be numbered. **The bid shall be prepared in Two (2) Sections: Volume I—Technical Bid and Volume II—Price Quote—Attachment A. These shall be submitted in a loose-leaf, three-ring notebook.**

**Contractors will provide three (3) original copies of the bid.**

**Volume I - Technical Bid shall comprise the following tabs and information:**

|              |  |
|--------------|--|
| <b>Tab A</b> | <b>Subject Matter Knowledge--Expertise of Offeror/Instructor: For each component separately.</b><br>A. Qualifications, diversity and experience of Offeror/Instructors.<br>B. List all skills Offeror/Instructor possess in Adult Learning concepts and theories.<br>C. Describe briefly how Offeror/Instructor proposes to stimulate participants, field content-specific questions.  |
| <b>Tab B</b> | <b>Understanding and Technical Approach to Accomplish the Courts' Objectives as Outlined in the Statement of Work/ Scope of Services and Section 4 – Required Deliverables:</b><br>A. Briefly describe the Offeror/Instructor's approach in accomplishing the requirements as the per Section 11 – <b>Description/Statement of Work/Scope of Services</b><br>B. Describe which portions of the effort will be subcontracted, if any.<br>C. Identify all the required deliverables. |
| <b>Tab C</b> | <b>Past Performance:</b><br>A. List of at least one (1) reference and complete Attachment J.9 outlining client satisfaction of   |

|  |   |
|--|---|
|  | past performance.<br>B. List all previous experience Offeror/Instructor possesses in court or legal environments. |
|--|---|

**Volume II – Price Proposal shall comprise the following tabs:**

|              |   |
|--------------|---|
| <b>Tab A</b> | <b>Price Information – outlined in Attachment A</b>   |
| <b>Tab B</b> | <b>Contractual Information – DUNNS number and Federal Tax Identification Number – Oracle Supplier Form.</b> |

**10. Price Proposal**

Attachment A – Price Quote shall be in a separate section of the binder price proposal. The Offeror's price proposal shall become a part of the awarded contract. The Offeror's price proposal shall include all costs for the required services. This pricing information will also be used for evaluation purposes.

**Note:** The Courts will not be responsible for any instructor's travel, lodging, meals, or parking. Contractor's price must be all inclusive in unit price per session.

**11. Past Performance**

Past performance information will be used for both responsibility, determinations and as an award criteria. The Court will focus on information that demonstrates quality of performance relative to the similarity of scope, magnitude and complexity to that detailed in the Scope of Work.

**12. Questions**

Questions concerning this Invitation for Bids must be directed by **e-mail** to:

Darlene Reynolds, CPPB, Senior Contract Specialist  
Procurement and Contracts Branch  
[Darlene.Reynolds@dcsc.gov](mailto:Darlene.Reynolds@dcsc.gov)

**13. Explanation to Prospective Offerors**

**Any prospective Offeror desiring an explanation or interpretation of this invitation for bid must request it by email no later than Friday, July 24, 2015 by 10:00 a.m., EST.** Any substantive information given to a prospective Offeror concerning a solicitation will be furnished promptly to all other prospective offerors as an amendment to the solicitation, if that information is necessary in submitting offers or if the lack of it would be prejudicial to any other prospective offerors. Oral explanations or instructions given before the award of the contract will not be binding. The terms and conditions of this IFB may only be modified by written addenda issued by the Contracting Officer.

#### **14. Contract Award**

The Courts intend to make one or more awards to the responsible offerors whose proposal represents the best value to the Courts. The Courts may award a contract on the basis of initial bids received without discussion. Therefore each initial bid should contain the offeror's best terms from a standpoint of price and technical proposals.

#### **15. Class Hours, Instructor Arrival Time**

All training sessions will start promptly at 9:00 a.m. and end at 4:00 p.m. The instructor shall arrive at least 45 minutes prior to the beginning of the class to make the room ready for instruction. Training events will be full day (6 hour sessions), or multi-day (sessions) as indicated on the anticipated schedule of classes Attachment A. The instructor will have each student sign the class roster prior to the start of the class and deliver it the Center for Education and Training so that certificates can be printed. The Courts are not responsible for any instructor travel, lodging, meals or parking unless specifically provided for in the contract.

**Within five (5) business days prior to traveling to the site of the training, the Contractor shall contact the COTR to confirm the training dates and points of contact.**

#### **16. Cancellation Policy**

The Center for Education and Training reserves the right to cancel and/or reschedule a course(s) seven (7) days prior to the training date. If a course is cancelled, CET will notify the Contractor before the scheduled date.

In the event of an unforeseen interruption or cancellation of training (e.g. the Courts closure, inclement weather), the Contractor shall immediately contact the COTR who will direct the Contractor as to what action to take regarding the remainder of the scheduled training period. Any additional and unavoidable travel expenses incurred by the Contractor in such a situation will be reimbursable under the terms of the contract.

## COURSE DESCRIPTIONS

### 17. Managing Your Team

The contractor(s) shall participate in a specially designed two-day management training program workshop that will be team taught and exclusively designed for the Management Training cohort entitled: **Managing Your Team**. Research reveals that “we can always look at the behaviors and skills of team leaders and team members in analyzing team performance and success, but it is also instructive to look at the overall team as well.” This practical full-day workshop is designed to provide participants with some basic, intermediate and advanced tips, tools, and techniques so that they can better understand the dynamics of effective team building. ***Workplace Application:*** Specifically, through guided discussion, observation and practice, participants will explore 7 key dimensions of building high performance teams including (a) **commitment**, (b) **trust**, (c) **purpose**, (d) **involvement**, (e) **communication**, (f) **process orientation** (“high performing teams have a large number of process tools they can use when needed”), and (g) **continuous improvement**. After participating in this workshop, participants shall be able to return to their respective divisions and be able to apply each of these dimensions unique to their teams. The contractor will not be paid for any additional preparation time.

- Targeted Date(s): Thursday & Friday, October 8-9, 2015

### 18. Leadership & Personal Effectiveness

The contractor(s) shall participate in a specially designed two-day management training program workshop that will be team taught and exclusively designed for the Management Training cohort entitled: **Leadership & Personal Effectiveness**. In this full-day session, through guided practice participants will be provided structure to focus them on the teaching of performance management and supervising people and enough flexibility that will get them thinking deeply and intently about (a) the impact of an effective performance management system, (b) how structured interviewing processes yield better-informed hiring decisions, (c) the significance of advanced behavior-based questioning techniques and (d) exactly how probing strategies and proven assessment tools help to evaluate how candidates will perform over time. This session will give participants a detailed overview of key areas in performance management and helping them to more fully understand how to better link critical issues such as effective performance management, human capital, recruiting, retention, compensation, benefits and development to the courts business development goals. Interactive exercises will include: guided observation, discussion and practice using vignettes (video clips); roles plays demonstrating different approaches that can be used by interviewers to gain a complete picture of a candidate’s potential and their “fit” with both the job requirements and the organization’s culture. Upon completion of this session participants should be able to return to their respective divisions and impact the effectiveness of the DC Courts. This course is taught at the Basic, Intermediate and Advanced Skills Level. The contractor will not be paid for any additional preparation time.

- Targeted Date(s): Thursday & Friday, December 10-11, 2015



## 19. Situational Leadership

The contractor(s) shall participate in a specially designed two-day management training program workshop that will be team taught and exclusively designed for the Management Training cohort entitled: **Situational Leadership**. In this full-day session, through guided practice program participants will explore and examine how the situational model is helpful to supervisors and managers in diagnosing the demands of their situation. The findings indicate that situational leadership is based on the interplay among the amount of: (a) direction (task behavior) a leader gives, (b) socio-emotional support (relationship behavior) a leader provides, (c) “readiness” level that the follower exhibits on a specific task, function, activity or objective that the leader is attempting to accomplish through the individual or group. Upon completion of this session participants should be able to return to their respective divisions and impact the effectiveness of the DC Courts. This course is taught at the Basic, Intermediate and Advanced Skills Level. The contractor will not be paid for any additional preparation time.

- Targeted Date(s): Thursday & Friday, April 7-8, 2016
- 

## 20. Effective Meetings & Presentations

The contractor(s) shall participate in a specially designed two-day management training program workshop that will be team taught and exclusively designed for the Management Training cohort entitled: **Effective Meetings & Presentations**. In this full-day workshop, program participants will learn how to manage a meeting not just hold one and what the critical meeting components and guidelines are and how to employ them. In addition, participants will learn how to conduct a “smart” meeting through guided observation and guided practice while being observed and engaged in a mock-meeting, guided discussion, best and worst case team meeting scenarios. They will be assigned roles as: team leader, recorder, meeting advisor and team member to fully identify with the function of each role. Finally, in teams, each participant will be observed: opening a meeting, establishing ground rules, encouraging participation, dealing with disruptive behavior, reviewing an action plan developed after a meeting, setting the next meeting and conducting a post evaluation of the meeting. Upon completion of this session participants should be able to return to their respective divisions and impact the effectiveness of the DC Courts. This course is taught at the Basic, Intermediate and Advanced Skills Level. The contractor will not be paid for any additional preparation time.

- Targeted Date(s): Thursday & Friday, May 12-13, 2016

## 21. Emotional Intelligence in the Workplace

The contractor(s) shall participate in a specially designed two-day management training program workshop that will be team taught and exclusively designed for the Management Training cohort entitled: **Emotional Intelligence in the Workplace**. This specialized workshop participants will be able to answer the hard question: What is Emotional Intelligence Anyway? Emotional Intelligence or Quotient (EQ) is the capacity for effectively recognizing and managing our own emotions and those of others. Emotions have the potential to get in the way of our most important business relationships. A lack of EQ is the main reason promising careers derail. A critical level of EQ is the number one reason successful leaders, managers and sales people outperform the average! In this full-day session, participants will explore the five components of

emotional intelligence at work and of effective leaders- self-awareness, self-regulation, motivation, empathy and social skill. In addition, participants will have an opportunity to use a self-assessment instrument to identify and measure their own emotional intelligence levels. Upon completion of this session participants should be able to return to their respective divisions and impact the effectiveness of the DC Courts. This course is taught at the Basic, Intermediate and Advanced Skills Level. The contractor will not be paid for any additional preparation time.

- Targeted Date(s): Thursday & Friday, July 7-8, 2015

**ATTACHMENT A  
CONTRACT PRICE SCHEDULE  
MANAGEMENT TRAINING PROGRAM CLASSES  
DCSC-15-IFB-0057**

| <b>Solicitation<br/>Section</b> | <b><u>Description</u></b>                            | <b><u>Quantity</u></b>  | <b><u>Unit</u></b>       | <b><u>Unit Price</u></b> | <b><u>Total<br/>Price</u></b> |
|---------------------------------|--|---|--------------------------|--------------------------|-------------------------------|
| <b>17.</b>                      | <b>Managing Your<br/>Teams</b>                       | <b>1 class;<br/>tentative<br/>scheduled date:<br/>10/8-9/2015</b>   | <b>2-day<br/>session</b> |                          |                               |
| <b>18.</b>                      | <b>Leadership and<br/>Personal<br/>Effectiveness</b> | <b>1 class;<br/>tentative<br/>scheduled date:<br/>12/10-11/2015</b> | <b>2-day<br/>session</b> |                          |                               |
| <b>19.</b>                      | <b>Situational<br/>Leadership</b>                    | <b>1 class;<br/>tentative<br/>scheduled date:<br/>4/7-8/2016</b>    | <b>2-day<br/>session</b> |                          |                               |
| <b>20.</b>                      | <b>Effective<br/>Meetings and<br/>Presentations</b>  | <b>1 class;<br/>tentative<br/>scheduled date:<br/>5/12-13/2016</b>  | <b>2-day<br/>session</b> |                          |                               |
| <b>21.</b>                      | <b>Emotional<br/>Intelligence</b>                    | <b>1 class;<br/>Tentative<br/>Scheduled date:<br/>7/7-8/2016</b>    | <b>2-day<br/>session</b> |                          |                               |